

Position Description



Date: July 2026

SECTION 1: POSITION IDENTIFICATION

Position Title: Process Improvement Analyst

Employment Status: Fixed-term – nine months

SECTION 2: LEVEL OF RESPONSIBILITY

Position responsible to: Chief Executive Officer

Positions with direct responsibility to this position: None

Classification level: Level 7: Social and Community Services (Western Australia) Interim Award 2011

SECTION 3: KEY RESPONSIBILITIES

- Lead a structured review of organisational systems and processes across Rural Health West to identify opportunities for improvement, alignment and efficiency in line with short- and long-term organisational goals.
- Analyse current workflows and responsibilities to identify duplication, inefficiencies, outdated practices or gaps.
- Identify opportunities to improve organisational effectiveness through better systems, clearer role design and improved use of data and technology.
- Develop practical recommendations to improve organisational performance, reduce complexity and strengthen operational alignment.
- Work collaboratively with managers and staff to understand how work is currently performed and identify opportunities for improvement.
- Assess organisational data practices, including data collection, storage, access and use, to ensure alignment with Australian Privacy Principles (APPs).
- Provide clear reporting and recommendations to the Chief Executive Officer and Executive Management Committee.
- Support the development of change management and implementation plans for recommended improvements where required.

SECTION 4: POSITION RELATIONSHIPS

The Process Improvement Analyst reports directly to the Chief Executive Officer and works across the organisation to review current systems and processes.

The position works closely with the Executive Management Committee, Operations Committee, managers and staff across all functions of Rural Health West to understand how work is currently performed, and to identify opportunities for improvement.

This role requires strong collaboration and engagement across the organisation to ensure that review findings are well-informed, practical and supported by stakeholders.

SECTION 5: STATEMENT OF DUTIES

Systems and Organisational Review

- Conduct a comprehensive review of organisational functions and processes.
- Identify and distinguish mandatory contractual deliverables and obligations from non-essential deliverables.
- Map current workflows, systems and decision-making processes across teams.
- Identify duplication, inefficiencies, outdated processes and areas of misalignment.
- Assess the effectiveness of current systems and tools used to support operational work.
- Conduct a high-level audit of organisational data flows, including how data is collected, stored, accessed and shared across systems.

Analysis and Improvement

- Apply systems thinking approaches to understand how different parts of the organisation interact and influence outcomes.
- Identify opportunities to streamline processes, improve coordination and remove unnecessary complexity.
- Evaluate how information, data and technology are currently used across the organisation.
- Develop recommendations for improved processes, systems and role clarity.
- Assess the handling of sensitive information (eg ATSI status, workforce data) and identify opportunities to strengthen controls.
- Provide recommendations for improved data governance, including data access, classification, retention and de-identification practices.

Stakeholder Engagement

- Work collaboratively with managers and staff to gather insights and understand operational realities.
- Facilitate discussions and workshops to explore improvement opportunities.
- Facilitate cross-team meetings where operational activities intersect with two or more teams.
- Build strong relationships across the organisation to support constructive review and change.

Reporting and Recommendations

- Prepare clear and practical reports outlining findings and recommendations.
- Provide advice to the Chief Executive Officer and Executive Management Committee on priority improvement opportunities.
- Where required, engage external expertise to inform recommendations on data de-identification, retention and destruction.
- Assist with the development of change management and implementation plans where appropriate.

SECTION 6: SELECTION CRITERIA

Essential

- Demonstrated experience leading process improvement or business transformation initiatives.
- Strong systems thinking capability and the ability to analyse complex organisational environments.
- Demonstrated ability to identify inefficiencies, duplication and opportunities for improvement.
- Highly developed communication, consultation and stakeholder engagement skills.
- Demonstrated ability to influence and collaborate effectively across teams and functions.
- Strong analytical and problem-solving skills.
- Demonstrated capability working with organisational systems, data and digital tools.

Desirable

- Experience in business process improvement or operational reviews.
- Experience working within the health, community services or not-for-profit sectors.
- Experience supporting organisational change or transformation initiatives.

SECTION 7: APPOINTMENT FACTORS

The position is a fixed-term appointment of nine months.

SECTION 8: RURAL HEALTH WEST VALUES

Living our Values

At Rural Health West we have four Values that define how we complete business and work with each other and our customers every day. To ensure that we are staying true to these values, we have described and agreed the behaviours that we expect staff to display every day.

Community – we work hard to ensure rural communities have access to quality health services

- We provide solutions and services that support and enable the communities we serve
- We identify relationships and proactively work on building and nurturing them
- We respect and value difference and appreciate the views and beliefs of others
- We foster a culture in which people feel safe to discuss their views and opinions in a constructive manner

Integrity – we do the right thing, always

- We are consistent in all that we do
- We complete all interactions with professionalism and respect
- We listen, ask questions, and make informed decisions
- Innovation – we embrace change and strive for improvement
- We seek new opportunities and alternate solutions to achieve our vision
- We are aware of and adapt to current events and trends that impact our sector and community

Accountability – we value the trust placed in us by our customers, our partners and our funders

- We embrace our vision, mission, objectives and values
- We take full accountability for our development and always look for ways to improve our performance
- We are proactive, individually and as a team, to deliver business results
- We are risk aware and follow required policies and procedures

SECTION 9: CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Signature: _____ **Date:** _____
Professor Catherine Elliott
Chief Executive Officer

Name: _____

Signature: _____ **Date:** _____

Date appointed to this position: _____